

## First Aid Events - Learner Appeals Policy and Procedure

### Aims:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

### In order to do this, First Aid Events will:

- Inform the learner at induction, of the Appeals Policy and procedure
- Record, track and validate any appeal
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- Keep appeals records for inspection by the awarding body for a minimum of 18 months
- Have a staged appeals procedure
- Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement.

This policy will be reviewed every 12 months by First Aid Events.

### Appeals Procedure for Clients

First Aid Events often has to take decisions that affect you personally, perhaps to do with an application for exceptional assessment arrangements or an award of a course result. If you think that your case has not been properly considered or that a decision is unfair, you have the right to query and then to appeal against it. This policy explains the general procedure for querying and appealing against First Aid Events decisions.

There are three stages to our appeals procedure:

#### Stage 1 – Query

When you first query a decision it is usually referred back to the person that told it to you.

In your query, you should say what you are concerned about and what has happened so far, including talking about earlier communication. Please provide any supporting evidence that is relevant. If you have a disability that makes it difficult for you to put your query in writing, please contact First Aid Events so that we can discuss alternative arrangements.

We are only able to accept queries made in writing and this ensures that we have an accurate record of your concerns.

The trainer will confirm that they have received your query within five working days of receiving it, and send a response to your appeal within ten working days of the date that we received it.

The trainer will respond to your query using the method by which it was made i.e. by post or email, unless otherwise agreed.

If when you receive a full answer, you remain dissatisfied and either you have additional information that has not previously been taken into consideration or you have evidence that there has been a procedural irregularity you might want to escalate your query to a stage 2 appeal.

#### Stage 2 – Appeal

If you are dissatisfied with the outcome of your query and you think that you have grounds, you can make a formal appeal. To make a formal appeal you should write to First Aid Events within 28 days of the date of the response to your stage 1 query.

You should explain the grounds for your appeal and attach any information or correspondence that you consider relevant. First Aid Events will send an acknowledgement of your appeal within five working days of receiving it and tell you who within First Aid Events has been asked to consider your appeal. Assessment outcome appeals will investigate the procedures followed and will not include a review of learner's work. The learner's documentation will be retained during the Appeal procedure. The person who is asked to consider your appeal will look at:

- Whether there are grounds for upholding your appeal
- Whether the decision was taken fairly and correctly in accordance with the First Aid Events policy and procedures
- Whether all the appropriate information was taken into account

## Rights and responsibilities

First Aid Events will:

- Make sure that all the points you raise are properly and impartially considered, and that there is no potential conflict of interest
- Explain the outcome clearly, and ensure that you know what further steps are open to you
- Allow a friend to accompany you to any hearing
- Respect confidentiality by disclosing only the information that is necessary to consider and respond to your appeal, and only to staff who need it for those purposes

First Aid Events may rule that there are no grounds for the appeal to be considered, and you will then be advised accordingly. Once your appeal has been considered you will be sent a reply directly from the person who has considered your case.

### **Stage 3 – Review**

Following the outcome of your appeal, if you remain dissatisfied you can ask the partnering Awarding Body to review your case.

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